

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 10/18/2013
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:		X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING		X3) DATE SURVEY COMPLETED 08/21/2013	
NAME OF PROVIDER OR SUPPLIER VERMILLION PLACE				STREET ADDRESS, CITY, STATE, ZIP CODE 449 MAIN ST ANDERSON, IN 46016			
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R000000	<p>This visit was for the Investigation of Complaint IN00134810, IN00134755 and IN00134836.</p> <p>Complaint IN00134810: Substantiated at R0041, R0090, and R0187.</p> <p>Complaint IN00134755: Substantiated at R0041, R0090, and R0187.</p> <p>Complaint IN00134836: Substantiated at R0041, R0090 and R0187.</p> <p>Survey date: August 21, 2013</p> <p>Facility number: 011970 Provider number: 011970 AIM number: N/A</p> <p>Survey Team: Shelley Reed, RN TC</p> <p>Census bed type: Residential: 40 Total: 40</p> <p>Census payor type: Other: 40 Total: 40</p>		R000000	This is the plan of correction for this complaint survey.			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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	<p>Sample: 3</p> <p>These state findings are cited in accordance with 410 IAC 16.2.</p> <p>Quality Review completed by Debora Barth, RN.</p>						

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R000041	<p>410 IAC 16.2-5-1.2(o)(4) Residents' Rights - Deficiency (4) The facility shall develop and implement policies for investigating and responding to complaints when made known and grievances made by: (A) an individual resident; (B) a resident council or family council, or both; (C) a family member; (D) family groups; or (E) other individuals.</p> <p>Based on observation, record review and interview, the facility failed to acknowledge grievances made by residents in resident council meetings and failed to actively attempt to resolve the grievance. This deficiency affected 3 of 3 residents interviewed about comfortable water temperatures (Resident C, D and E), but potentially impacted 40 of 40 residents living in the facility.</p> <p>Findings include:</p> <p>1. During an interview on 8/21/13 at 10:35 a.m., Resident #C indicated there had been no hot water going on the start of 3 weeks. She indicated the facility was aware of the concerns made by residents and staff, but they were waiting on a part to come in to fix the problem. She indicated her shower days were Monday and Friday, but because of the cold water, she had not been taking a shower,</p>		R000041	<p>R041Residents C, D and E-The parts the facility were waiting for arrived on August 27 and the hot water was fixed that day. This repair was completed for all residents of the facility. The maintenance department will monitor the water temps of the building on a regular basis. As noted in the survey notes, residents were provided information in the Resident Council on the progress. As information was received from the corporate office and vendor, the information was passed on to the residents. The policy for investigation of and responding to complaints is below. This policy is maintained by the administrator and/or his/her designee. The investigations, summaries of Resident Council, and concern logs will be monitored by the C.E.O. of United Faith Housing Corporation. The review will take place monthly for 6 months, and then quarterly thereafter. The repairs were completed by 8/30/13. The systematic changes</p>		10/11/2013	

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	<p>only washing up with heated water from the microwave.</p> <p>2. During an interview on 8/2/13 at 11:00 a.m., Resident #D indicated she had been refusing showers because of the cold water temperature. She indicated the problem had been going on for approximately 2 weeks. She indicated she had been heating water up in the microwave and using it to wash up.</p> <p>3. During an interview 8/21/13 at 2:00 p.m., Resident #E indicated she had been taking cold showers related to the lack of hot water. She indicated she had also been heating water in the microwave to wash up with.</p> <p>4. During a observation on 8/21/13 at 2:20 p.m., the Assistant Maintenance Director was asked to check random water temperatures in several rooms. Room 113 had a water temperature of 96.4 degrees, room 220 had a water temperature of 96.8 degrees and room 229 had a water temperature of 92.6 degrees.</p> <p>During review of resident council minutes, dated 8/14/13 and 8/21/13, residents voiced concerns related to</p>				<p>where put into place by 9/26/13.</p> <p>TITLE: RESIDENT COMPLAINT AND RESOLUTION</p> <p>PROGRAM It is the policy of this facility to address complaints and concerns when made known and grievances made by: In individual residentA resident council or family council, or bothA family memberFamily groupsOther individuals The means of investigating and resolving complaints and concerns depends on the nature of the complaint or concern. The Administrator or his/her designee meets with residents on a weekly basis.Residents may voice concerns which might affect the group at large.A summary of the items discussed at these meetings is maintained in the Administrator's office and available for review by residents, families and staff. Food concerns are given to the Food Service Supervisor and logged in the Food Service Department. Concerns from individuals may be brought to any staff member at any time.Concerns will be logged by the Administrator and maintained in the Administrator's office.The concern log will also note the resolution to the concern and any follow up required.Any concerns related to the physical plant of the facility will be turned in to the Maintenance department or C.E.O. of United Faith Housing as indicated. Any complaint which involves the suspicion of abuse or</p>		

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	<p>low water temperatures. The group was provided information related to the water temperatures being monitored daily and a repair company had been out to assess the problem. No additional information was provided to residents related to low water temperatures. On 8/21/13, the group again was updated on the current water temperatures and a possible resolution at the end of the week.</p> <p>Review of a current facility policy undated, titled "Residents Rights" which was provided by the Administrator on 8/21/13 at 11:00 a.m., indicated the following:</p> <p>"...13. Residents have the right to form and participate in a resident council, to discuss alleged grievances, facility operation, residents' rights...</p> <p>D. The Facility shall develop and implement policies for investigation and responding to complaints when made known grievances made by:</p> <ul style="list-style-type: none"> a. an individual resident; b. a resident council or family council, or both; c. a family member; d. family groups; or e. other individuals. 		neglect will follow the protocol for Abuse and Neglect.				

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R000090	<p>410 IAC 16.2-5-1.3(g)(1-6) Administration and Management - Deficiency (g) The administrator is responsible for the overall management of the facility. The responsibilities of the administrator shall include, but are not limited to, the following: (1) Informing the division within twenty-four (24) hours of becoming aware of an unusual occurrence that directly threatens the welfare, safety, or health of a resident. Notice of unusual occurrence may be made by telephone, followed by a written report, or by a written report only that is faxed or sent by electronic mail to the division within the twenty-four (24) hour time period. Unusual occurrences include, but are not limited to: (A) epidemic outbreaks; (B) poisonings; (C) fires; or (D) major accidents. If the division cannot be reached, a call shall be made to the emergency telephone number published by the division. (2) Promptly arranging for or assisting with the provision of medical, dental, podiatry, or nursing care or other health care services as requested by the resident or resident's legal representative. (3) Obtaining director approval prior to the admission of an individual under eighteen (18) years of age to an adult facility. (4) Ensuring the facility maintains, on the premises, an accurate record of actual time worked that indicates the: (A) employee's full name; and (B) dates and hours worked during the past twelve (12) months. (5) Posting the results of the most recent annual survey of the facility conducted by state surveyors, any plan of correction in effect with respect to the facility, and any</p>						

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	<p>subsequent surveys. The results must be available for examination in the facility in a place readily accessible to residents and a notice posted of their availability.</p> <p>(6) Maintaining reports of surveys conducted by the division in each facility for a period of two (2) years and making the reports available for inspection to any member of the public upon request</p> <p>Based on observation, interview and record review, the facility's Administrator failed to report an unusual occurrence related to varying water temperatures from less than 100 degrees to 140 degrees, potentially affecting 40 of 40 residents who live in the facility.</p> <p>Findings include:</p> <p>During a observation on 8/21/13 at 2:20 p.m., the Assistant Maintenance Director was asked to check random water temperatures in several rooms. Room 113 had a water temperature of 96.4 degrees, room 220 had a water temperature of 96.8 degrees and room 229 had a water temperature of 92.6 degrees.</p> <p>During an interview on 8/21/13 at 9:35 a.m., the Administrator indicated the water pump had been out for approximately 3 weeks and water temperatures reached 140 degrees. She indicated no burns occurred as a</p>			R000090	<p>R090 The administrator did not think this situation required reporting. The water temps were not fluctuating from under 100 degrees to 140 degrees. The temperature went to 140 on 8/7/13. It was adjusted immediately. After the adjustment, the water temperatures varied between a low of 95 to a high of 120 degrees. On the day of the survey, one temp was reported at 86.9 degrees. The low water temperatures continued until the mixing valve was replaced and we were certain that the temperature would not go back to 140 degrees again. This was to assure that the residents' health and safety was not in jeopardy.</p> <p>Even though the low temperature was not a health or safety issue, it was out of compliance and should have been reported as such to the division. The administrator will review incidents in the future with this guideline in mind. Unusual occurrences will be reported timely and according to state guidelines. The administrator will review this policy with the C.E.O.</p>		10/11/2013

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	<p>result of the high temperature. She indicated the Corporation was notified of the problem, but it was not reported to the Department of Health as an unusual occurrence.</p> <p>During review of the water temperature logs from 1/1/13-current, on 8/7/13, 4 of 4 rooms checked had a water temperature of 140 degrees.</p> <p>A timeline schedule for the water problem was provided by the Administrator on 8/2/13 at 1:20 p.m. The time line indicated on August 7th 2013, water temperatures reached 140 degrees. The water heater was turned down and reported to the head of maintenance.</p> <p>On August 9th 2013, a local company assessed the problem and indicated to prevent the water from getting too hot, they needed to adjust the "flaps."</p> <p>On August 12th 2013, the CEO contacted the local plumbing company to discuss the water problem and solution.</p> <p>During review of the plumbing quote, provided by the Administrator, the estimate was dated 8/13/13 and included the cost of the repairs. On</p>				of United Faith Housing for compliance. This will be completed by 10/11/12		

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	8/16/13, the CEO agreed to the terms of the estimate and a partial check was written on 8/19/13, 12 days following the initial concern related to the varying water temperatures. This State Residential tag relates to Complaint IN00134810, IN00134755 and IN00134836.						

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R000187	<p>410 IAC 16.2-5-1.6(k) Physical Plant Standards - Deficiency (k) Hot water temperature for all bathing and hand washing facilities shall be controlled by an automatic control valve. Water temperature at point of use must be maintained between one hundred (100) degrees Fahrenheit and one hundred twenty (120) degrees Fahrenheit. Based on observation, interview and record review, the facility failed to maintain comfortable water temperatures between 100-120 degrees, potentially affecting 40 of 40 residents who live in the facility. (Residents # C, D, and E)</p> <p>Findings include:</p> <p>During the initial tour on 8/21/13 at 9:00 a.m., the Assistant Maintenance Director was asked to check random water temperatures in several rooms. Room 132 had a water temperature of 86.9 degrees.</p> <p>During an interview on 8/21/13 at 9:35 a.m., the Administrator indicated the water pump had been out for approximately 3 weeks and water temperatures reached 140 degrees. She indicated no burns occurred as a result of the high temperature.</p> <p>During review of the water temperature logs from 1/1/13-current,</p>	R000187	<p>R187 Residents C, D and E-The parts the facility were waiting for arrived on August 27 and the hot water was fixed that day. This repair was completed for all residents of the facility. The maintenance department will monitor the water temps of the building on a regular basis as part of the preventive maintenance program. The Maintenance Supervisor will monitor the preventive maintenance program on an ongoing basis. Any time the water temperatures go outside the state guidelines the Maintenance Supervisor will be notified immediately. If the problem is not rectified within a 4 hour period, the administrator and C.E.O. will be notified.</p>		10/11/2013		

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	<p>on 8/7/13, 4 of 4 rooms checked had a water temperature of 140 degrees.</p> <p>During an interview on 8/21/13 at 10:35 a.m., Resident #C indicated there had been no hot water going on the start of 3 weeks. She indicated the facility was aware of the concerns made by residents and staff, but they were waiting on a part to come in to fix the problem. She indicated her shower days were Monday and Friday, but because of the cold water, she had not been taking a shower, only washing up with heated water from the microwave.</p> <p>During an interview on 8/21/13 at 11:00 a.m., Resident #D indicated she had been refusing showers because of the cold water temperature. She indicated the problem had been going on for approximately 2 weeks. She indicated she had been heating water up in the microwave and using to wash up.</p> <p>During a tour of the hot water heater room on 8/21/13 at 11:15 a.m., the Assistant Maintenance Director indicated the valves and spring on the mixing system were bad and in need of repair. The digital thermometer was noted to be set at 98.4 degrees.</p>						

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	<p>The Assistant Maintenance Director indicated the temperature should be set at 115 degrees, but was turned down to prevent too much hot water from filling into the pipes causing too high of temperature.</p> <p>During an interview 8/21/13 at 2:00 p.m., Resident #E indicated she had been taking cold showers related to the lack of hot water. She indicated she had also been heating water in the microwave to wash up with.</p> <p>During a second observation on 8/21/13 at 2:20 p.m., the Assistant Maintenance Director was asked to check random water temperatures in several rooms. Room 113 had a water temperature of 96.4 degrees, room 220 had a water temperature of 96.8 degrees and room 229 had a water temperature of 92.6 degrees.</p> <p>During the exit conference on 8/21/13 at 3:30 p.m., the Chief Executive Officer (CEO) indicated the parts had been ordered and the water problem should be fixed at the end of the week.</p> <p>This State Residential tag relates to Complaint IN00134810, IN00134755 and IN00134836.</p>						

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